

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Docket UM 2280 Sun Country Water
Date: Friday, July 14, 2023 2:25:06 PM

Comments received.

[REDACTED]

From: W [REDACTED] G [REDACTED]
Sent: Friday, July 14, 2023 2:19 PM
To: [REDACTED]
Subject: Docket UM 2280 Sun Country Water

[REDACTED]

To whom it may concern.

Since we moved to [REDACTED] Saddleback Lane in 2021 we have experienced periodic outages of our water supply - water being supplied by Sun Country Water. In 2022 we saw, and reported, water leaking from the reservoir on Saddleback Lane and flowing down the hill. That has continued for well over a year now.

The water outages have increased in frequency over the last few months, from one every couple of weeks, to one every couple of days, and now they are happening on a daily basis. Our home and the surrounding homes will be without water for a few hours every day, and it is only when we report the outage to Sun Country Water (Butch) that the issue gets resolved. There is no monitoring by Sun Country Water so if we did not report it, nothing would be done about it.

Butch tells us every day when we report the outage that he plans to fix it that night. He never does. The leak is still happening, the water still goes out every day. This is affecting our quality of life as we have to plan morning showers, toilet flushing, breakfast, dish washing etc around the fact that we will have no water for two or more hours.

Thanks,

W [REDACTED]

[REDACTED]

